

**State Plan for the State Vocational Rehabilitation Services Program &
State Plan Supplement for the State Supported Employment Services Program**

**Utah State Plan for Fiscal Year 2010
(submitted FY 2009)**

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State Plan for the State Vocational Rehabilitation Services Program & State Plan Supplement for the State Supported Employment Services Program

Section 1: State Certifications

- 1.1 The Utah State Office of Rehabilitation (USOR) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].
- 1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the Utah State Office of Education (USOE) [3] agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [4], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.
- 1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the Utah State Office of Rehabilitation agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan [6], the Rehabilitation Act and all applicable regulations [7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan. **Yes**
- 1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement. **Yes**
- 1.5 The state legally may carry out each provision of the State Plan and its supplement. **Yes**
- 1.6 All provisions of the State Plan and its supplement are consistent with state law. **Yes**
- 1.7 The Executive Director of the Utah State Office of Rehabilitation has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement. **Yes**
- 1.8 The Executive Director of the Utah State Office of Rehabilitation has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services. **Yes**
- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement. **Yes**

Signature:



Name of Signatory: **Donald R. Uchida**

Title of Signatory: **Executive Director**

Date Signed: **06/01/2009**

Section 1 Footnotes

[1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.

[2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

[3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

[4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

[5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

[6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.

[7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

Section 2: Public Comment on State Plan Policies and Procedures

- 2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))
- (a) Conduct of public meetings.
The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.
 - (b) Notice requirements.
The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.
 - (c) Special consultation requirements.
The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

Section 3: Submission of the State Plan and its Supplement

- 3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)
- (a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.
 - (b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
 - (c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the: comprehensive system of personnel development; assessments, estimates, goals and priorities, and reports of progress; innovation and expansion activities; and other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.
 - (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.
- 3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)

- (a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.
- (b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

Section 4: Administration of the State Plan

4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))

- (a) Designated state agency.
 - (1) There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
 - (2) The designated state agency is:
 - (A) a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; **No** or
 - (B) a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section. **Yes**
 - (3) In American Samoa, the designated state agency is the governor.
- (b) Designated state unit.
 - (1) If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
 - (A) is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
 - (B) has a full-time director;
 - (C) has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
 - (D) is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
 - (2) The name of the designated state vocational rehabilitation unit is the Utah State Office of Rehabilitation.

4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances.

- (a) The designated state agency is an independent state commission that: **No**
 - (1) is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
 - (2) is consumer controlled by persons who:
 - (A) are individuals with physical or mental impairments that substantially limit major life activities; and

- (B) represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
- (3) includes family members, advocates or other representatives of individuals with mental impairments; and
- (4) undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4).
or
- (b) The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit: **Yes**
 - (1) jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
 - (2) regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
 - (3) includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
 - (4) transmits to the council:
 - (A) all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
 - (B) all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
 - (C) copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.
- (c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;
- (b) personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
- (c) providers of vocational rehabilitation services to individuals with disabilities;
- (d) the director of the Client Assistance Program; and

- (e) the State Rehabilitation Council, if the state has a council.
- 4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)
The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.
- 4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)
The State Plan provides for the administration of the plan by a local agency. **No**
If "Yes", the designated state agency:
- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and
 - (b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.
- 4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)
The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. **Yes**
If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:
- (a) a description of the nature and scope of the joint program;
 - (b) the services to be provided under the joint program;
 - (c) the respective roles of each participating agency in the administration and provision of services; and
 - (d) the share of the costs to be assumed by each agency.
- 4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))
- (a) Services provided under the State Plan are available in all political subdivisions of the state.
 - (b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
 - (1) nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
 - (2) services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
 - (3) state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
 - (A) identification of the types of services to be provided;
 - (B) written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
 - (C) written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
 - (D) written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

- (c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.
- 4.8 Cooperation, collaboration and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))
- (a) Cooperative agreements with other components of statewide work force investment system. The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.
- (b) Cooperation and coordination with other agencies and entities.
Attachment 4.8(b) (1)-(4) describes the designated state agency's:
- (1) cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
 - (2) coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
 - (3) establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
 - (4) efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.
- (c) Coordination with education officials.
- (1) Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
 - (2) The State Plan description must:
 - (A) provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
 - (B) include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:

- (i) consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;
 - (ii) transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
 - (iii) roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
 - (iv) procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.
 - (d) Coordination with statewide independent living council and independent living centers. The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.
 - (e) Cooperative agreement with recipients of grants for services to American Indians.
 - (1) There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.
No
 - (2) If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
 - (A) strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
 - (B) procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
 - (C) provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.
- 4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))
- (a) In general.
The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.
 - (b) Employment of individuals with disabilities.
The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.
 - (c) Facilities.

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)

Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

- (a) Data system on personnel and personnel development.
Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:
 - (1) Qualified personnel needs.
 - (A) The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
 - (B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
 - (C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
 - (2) Personnel development.
 - (A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
 - (B) The number of students enrolled at each of those institutions, broken down by type of program; and
 - (C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.
- (b) Plan for recruitment, preparation and retention of qualified personnel.
Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.
- (c) Personnel standards.
Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:
 - (1) standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.

- (2) To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
- (3) The written plan required by subparagraph (c)(2) describes the following:
 - (A) specific strategies for retraining, recruiting and hiring personnel;
 - (B) the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
 - (C) procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
 - (D) the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

(d) Staff development.

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

- (1) A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
- (2) Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

(e) Personnel to address individual communication needs.

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

(f) Coordination of personnel development under the Individuals with Disabilities Education Act.

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports. (Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

(a) Comprehensive statewide assessment.

(1) Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:

- (A) the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:
 - (i) individuals with the most significant disabilities, including their need for supported employment services;

- (ii) individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
 - (iii) individuals with disabilities served through other components of the statewide work force investment system.
 - (B) The need to establish, develop or improve community rehabilitation programs within the state.
 - (2) For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.
- b) Annual estimates.
- Attachment 4.11(b) identifies on an annual basis state estimates of the:
- (1) number of individuals in the state who are eligible for services under the plan;
 - (2) number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
 - (3) costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.
- (c) Goals and priorities.
- (1) Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.
 - (2) The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
 - (3) Order of selection.
If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):
 - (A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - (B) provides a justification for the order; and
 - (C) identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
 - (4) Goals and plans for distribution of Title VI, Part B, funds.
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.
- (d) Strategies.
- (1) Attachment 4.11(d) describes the strategies, including:
 - (A) the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;

- (B) outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
- (C) as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;
- (D) strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
- (E) strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.
- (2) Attachment 4.11 (d) describes how the designated state agency uses these strategies to:
 - (A) address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
 - (B) support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
 - (C) overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.
- (e) Evaluation and reports of progress.
 - (1) The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.
 - (2) Attachment 4.11(e)(2):
 - (A) provides an evaluation of the extent to which the goals identified in Attachment 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3) were achieved;
 - (B) identifies the strategies that contributed to the achievement of the goals and priorities;
 - (C) describes the factors that impeded their achievement, to the extent they were not achieved;
 - (D) assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
 - (E) provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.
- 4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)
 - (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
 - (1) development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in Attachment 4.11(a) and goals and priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and
 - (2) support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council,

consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

- (b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.
 - (c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.
- 4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)
- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
 - (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

Section 5: Administration of the Provision of Vocational Rehabilitation Services

- 5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

- 5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

- 5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)

- (a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. **Yes**

- (b) If No:

- (1) Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.

- (2) Attachment 4.11(c)(3):

- (A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - (B) provides a justification for the order of selection; and
 - (C) identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

- (3) Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

- 5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

- (a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.
- (b) The following services are exempt from a determination of the availability of comparable services and benefits:
 - (1) assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
 - (2) counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
 - (3) referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
 - (4) job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
 - (5) rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
 - (6) post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
 - (1) progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
 - (2) an immediate job placement; or
 - (3) provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)

- (a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.

- (b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.
- 5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)
Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.
- 5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)
The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.
- 5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)
(a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
(1) who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
(2) whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
(b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.
(c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.
(d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.
- 5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))
If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:
(a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.
(b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.
(c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.
- 5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)
(a) Contracts with for-profit organizations.

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

(b) Cooperative agreements with private nonprofit organizations.

Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

Section 6: Program Administration

6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))

The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.

6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))

Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))

Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.

6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)

Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.

6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))

Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

6.6 Minority outreach. (34 CFR 363.11(f))

Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)

The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

Section 7: Financial Administration

- 7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.
- 7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))
- (a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
 - (b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.
 - (c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

Section 8: Provision of Supported Employment Services

- 8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))
- (a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).
 - (b) To the extent job skills training is provided, the training is provided on-site.
 - (c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.
- 8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))
The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.
- 8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))
- (a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
 - (b) The individualized plan for employment:
 - (1) specifies the supported employment services to be provided;
 - (2) describes the expected extended services needed; and
 - (3) identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
 - (c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.

ATTACHMENT 4.2 (c)

Summary of Input and Recommendations of the State Rehabilitation Council; Response of the Designated State Unit; and Explanations for Rejection of Input or Recommendations

The Utah State Office of Rehabilitation (USOR) maintains a State Rehabilitation Council (SRC) that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17. The designated state unit jointly with the SRC develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan. USOR regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services. USOR includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5) the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and transmits to the council:

- (A) all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
- (B) all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
- (C) copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

The following is a summary of the SRC's recommendations made during Federal Fiscal Year (FFY) 2008 and USOR's response and actions taken in regards to these recommendations.

SRC RECOMMENDATION 1:

The SRC continues to express concern regarding the turnover rate of Vocational Rehabilitation Counselors (VRC) within the system and recommended that compensation should be increased to stem the turnover and to better reflect the difficulty of the job.

USOR RESPONSE TO RECOMMENDATION 1:

During FFY 2008 USOR conducted an evaluation on the effects of a 4 year pilot program that offered monetary incentives for counselor performance. The program was initiated in an attempt to stem turnover and increase VRC pay based on performance. The program was unsuccessful in meeting the outcomes specified at inception and has been terminated. Based on additional information from the Division of Human Resource Management (DHRM), and through discussions with the SRC, USOR provided VRC staff with the equivalent of an 18.75% salary increase effective July 1, 2008 utilizing a combination of Administrative Salary Increase (ASI), Legislature approved Cost of Living Adjustment (COLA), and merit increase. This increase has made USOR salaries competitive with the market according to DHRM surveys. Since implementation of this salary increase the voluntary turnover rate of VRC's has been cut in half when compared with the same period of 2007. Additionally USOR has made other systemic changes in an effort to make caseload sizes more manageable and direct supervision more responsive.

SRC RECOMMENDATION 2:

The SRC, in cooperation with the USOR, conducts a Consumer Satisfaction Survey (CSS) on closed cases. The SRC expressed concerns that the survey needed to be updated and improved. The SRC recommended the formation of a subcommittee made up of SRC members and USOR Program Evaluation staff to explore and make recommendations for a new survey instrument.

USOR RESPONSE TO RECOMMENDATION 2:

USOR agrees with this recommendation and currently sponsors an SRC subcommittee whose activities are focused on improving the survey instrument, increasing the response rate, and improving the overall process of the consumer satisfaction survey. USOR has provided staff support and financial sponsorship of subcommittee activities leading to the design and implementation of a new CSS. This project has commenced and is anticipated to be completed during FFY 2009.

SRC RECOMMENDATION 3:

During FFY 2008 SRC members were contacted individually by a consumer involved in a dispute with the state agency. SRC members requested that USOR provide the SRC with training on how to appropriately deal with consumers who may be hostile, verbally abusive, or threatening.

USOR RESPONSE TO RECOMMENDATION 3:

USOR agrees with this recommendation and has provided training and advice to the SRC. USOR will provide this kind of training each year to ensure that all SRC members are prepared and confident in dealing with this kind of consumer interaction. USOR has made the SRC fully aware of the due process and appeals procedure, and has provided the SRC with advice on how to handle such incidents.

CONSUMER SATISFACTION SURVEY

Additionally, the SRC in cooperation with USOR Program Planning and Evaluation staff, conduct a consumer satisfaction survey of all consumers who have exited the program after having received services. The survey is sent on a quarterly basis to a sample of consumers whose cases have been closed in the previous quarter. The survey is sent a total of 3 times in an attempt to elicit a response. The following summary represents the results of the consumer satisfaction survey for the period of 10/01/2007 to 09/30/2008.

Number of Consumers Closed During Period= 4619

Number of Consumers Represented in the Survey Sample= 1336

Number of Consumer Satisfaction Survey's Completed= 386

Response Rate= 29%

Overall Satisfaction Rate= 76%

The survey includes comment sections and allows the consumer to request personal contact by a program administrator. In such cases the Field Service Director responsible for the office in which the consumer was served makes personal contact with the consumer to resolve any issues.

ATTACHMENT 4.7(B)(3)

Request for Waiver of Statewideness

Services provided under this State Plan are available in all political subdivisions of the state. The Utah State Office of Rehabilitation makes no request for a “Waiver of Statewideness.”



ATTACHMENT 4.8(b)(1)

Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System

The Utah State Office of Rehabilitation (USOR) has developed and maintains cooperative agreements were necessary with federal and state agencies not carrying out activities through the statewide work force investment system. USOR maintains a cooperative agreement with “AgrAbility”, a program carried out under the authority of the Undersecretary for Rural Development of the United States Department of Agriculture. Additionally USOR maintains cooperative agreements with the Utah Department of Workforce Services (DWS), Utah State Office of Education (USOE), Utah System of Higher Education (USHE), Utah Department of Health and Human Services (DHHS), Utah Department of Community and Culture (UDCC), and the Utah Governor’s Office of Economic Development (GOED).

Additionally, USOR maintains cooperative agreements with all local public education school districts, the Veterans Administration (VA), local mental health organizations, and other entities involved in workforce development services.

USOR also participates in the statewide workforce investment system through participation in statewide and local workforce investment boards.

During FFY 2009 USOR will establish liaison relationships with the Utah Office of Ethnic Affairs (UOEA) which includes the functions of Asian Affairs, Black Affairs, Indian Affairs, Hispanic Affairs, and Pacific Islander Affairs in an effort to educate the office staff about VR programs and services, and in an effort to establish referral sources within these communities.

ATTACHMENT 4.8(b)(2)

Coordination with Education Officials

The Utah State Office of Rehabilitation (USOR) has established plans, policies, and procedures for coordination between USOR and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the Utah State Office of Rehabilitation. USOR is structurally positioned within the Utah State Office Of Education (USOE) under the authority of the State Board of Education, as such functional relationships exist between administrative staff of both offices.

USOR maintains cooperative agreements with each of the 41 local school districts that include provisions for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting. USOR has assigned transition liaisons with each local school district who serve on transition roundtables with special educators and administrators, provide outreach to students and parents, and provide VR orientations to students.

USOR maintains a cooperative agreement with the USOE Special Education program that provides for consultation and technical assistance to assist USOE and local districts in planning for the transition of students with disabilities from school to post school activities, including vocational rehabilitation services. The cooperative agreement also provides for joint transition planning coordination by USOR and USOE staff for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act, and specifies the roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services. A representative of USOE Special Education sits on the State Rehabilitation Council, and a representative from USOR sits on the Utah Special Education Advisory Panel providing consultation and assistance.

Additionally, USOR is represented on local school district transition councils, the statewide transition council, and the Workforce, Education and Economic Development Alliance (WEEDA) committee which bridges collaborative efforts between the USOE, DWS, USOR, GOED, and Higher Education.

ATTACHMENT 4.8(b)(3)

Cooperative Agreements with Private Nonprofit Organizations

USOR has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by USOR that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

USOR has established fee-for-service agreements with private non-profit entities providing vocational rehabilitation services throughout Utah in accordance with the requirements of 5.10(b) of this state plan. These entities include, but are not limited to, Deseret Industries, Turn Community Services, and Columbus Community Center. USOR also maintains vendor relationships with other agencies providing supported job based employment services that include a fee for service agreement and participation in job coach training activities. USOR continues efforts to identify and make arrangements, where appropriate, to expand the availability of Community Rehabilitation Programs (CRP) offering supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of this state plan.

Through a cooperative relationship between USOR and the Division of Services for People with Disabilities (DSPD), supported employment services have been expanded to a targeted population through Utah House Bill 45. This bill provides on going funding for extended supported employment services to a targeted number of individuals who have previously been on a waiting list for DSPD SE funding.

ATTACHMENT 4.8(b)(4)

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

USOR has established fee-for-service agreements with entities providing supported employment services throughout Utah in accordance with the requirements of the state plan. These entities include Deseret Industries, Columbus Community Center, Turn Community Services, RISE Inc. and other agencies providing supported job based employment services. USOR continues efforts to identify and make arrangements, where appropriate, with other supported employment entities. These efforts are coordinated by the USOR Employer Resource Center Rehabilitation Specialist who conducts efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

Through a cooperative relationship between USOR and the Division of Services for People with Disabilities (DSPD), supported employment services have been expanded to a targeted population through Utah House Bill 45. This bill provides on going funding for extended supported employment services to a targeted number of individuals who have previously been on a waiting list for DSPD SE funding.

ATTACHMENT 4.10

Comprehensive System of Personnel Development

This attachment describes the Utah State Office of Rehabilitation's (USOR) policies, procedures, and activities which ensure an adequate supply of qualified professionals and paraprofessionals to provide vocational rehabilitation services statewide. These policies and procedures were developed in coordination with the State Rehabilitation Council.

- (a) Data system on personnel and personnel development.
The USOR has developed and maintains a computerized record system for personnel needs, resources, and training. The computerized personnel needs data system is maintained by the USOR Training Coordinator and provides annual analysis of:
 - (1) Qualified personnel needs.
 - (A) The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
 - (B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
 - (C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
 - (2) Personnel development.
 - (A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
 - (B) The number of students enrolled at each of those institutions, broken down by type of program; and
 - (C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.
 - (3) FY 2009 Data Summary and Projections.
Currently USOR employees 100 Vocational Rehabilitation Counselors (VRC) and 28 Supervising Counselors (SC) within the Division of Rehabilitation Services (DRS), and 7 VRC within the Division of Services for the Blind and Visually Impaired (DSBVI). Both divisions combined to serve 21,997 individual during FY 2009 for a counselor/consumer ratio of 1:163. Within DRS there are currently 9 District Directors, 3 Field Service Directors, and 1 Case Service Director. Within DSBVI there is 1 VR Case Service Director who is responsible for the Blind VR program. Additionally, DRS employs 11 Vocational Evaluators (VE), 10 Rehabilitation Technicians (RT), 62 Office Specialists (OS), 8 Choose to Work Employment Specialists (CTW), and 32 other para-professionals in support of the VR program. Analysis of annual turnover rates for the period of 2000 to 2008 indicates that USOR will require an average of 18 new VRC each year for the next 5 years due to turnover alone. Additional analysis of state population growth, and based on the USOR formula of one counselor and one-half time secretary for each 20,000 individuals in the general population, indicates a need to add an average of 2 caseloads per year to maintain service ratios. It is projected that USOR will require 100 new VRC by FY 2015. The only Vocational Rehabilitation training program available in Utah resides at Utah State University (USU). This program prepares Masters degree, CRC

eligible Vocational Rehabilitation Counselors. The program also houses a small doctoral program. The Executive Director of USOR and the USOR Human Resource Development Training Coordinator sit on the USU advisory council. The program emphasizes distance education to state agency employees across the country. Due to this emphasis only a small on-campus class less than 5 or 6 students are available each year for recruitment activities. USOR actively recruits at all colleges and universities in Utah to attract both undergraduates and potential graduate students.

(b) Plan for Recruitment, Preparation and Retention of Qualified Personnel

During FFY 2008 USOR implemented a comprehensive recruitment program designed to make USOR more attractive as an employer, cut turnover by retaining current qualified staff, and increase the number of qualified applicants for Vocational Rehabilitation Counselor vacancies. This recruitment effort included a significant salary increase (18.75%) as of July 1, 2008; increasing the number of Supervising Counselors to bring the supervisor/counselor ratio to 1:3; providing supervisory staff with additional training in management and team building skills; and the development and implementation of defined flex schedule options. USOR actively recruits to fill Vocational Rehabilitation Counselor positions throughout the year by participating in university and college career fairs and by presenting at on-campus classes at the Utah State University Rehabilitation Counselor Education (RCE) program. Additionally, USOR has developed and maintained a recruitment brochure that details the benefits of employment within the state agency and introduces potential applicants to careers in VR. USOR also works with the USOE Human Resources Office to increase the distribution of recruitment announcements nationwide. USOR serves on the Advisory Board for the USU RCE program, and works closely with the University of Northern Colorado Technical Assistance and Continuing Education program in efforts to attract graduates and increase the number of students engaged in these training programs. USOR staff are very active in the state chapter of the National Rehabilitation Association and uses that relationship to recruit qualified professionals and to further develop the qualifications of agency staff through additional training, support, and career development. These coordinated efforts are designed to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

(c) Personnel Standards

USOR has established hiring preferences, and personnel policies and procedures for the establishment and maintenance of personnel standards to ensure that USOR professional and paraprofessional personnel are appropriately and adequately prepared and trained. These include:

(1) CSPD Standard

The USOR establishes the following policy to ensure that professionals providing services are appropriately and adequately trained consistent with or prepared to meet the nationally recognized standard for certification that applies to the area in which such personnel are providing vocational rehabilitation services. The purpose of this policy is to ensure that all Rehabilitation Counselors, Supervising Counselors, and District Directors employed by USOR meet the Comprehensive System of Personnel Development (CSPD) standard required in law, federal regulations, and the state plan. This standard is designed to guarantee that Rehabilitation Counselors are appropriately and adequately prepared and trained to provide quality effective vocational rehabilitation services. The USOR CSPD standard requires that those employees identified above meet one of the following criteria:

- (1) Hold national certification as a Certified Rehabilitation Counselor (CRC) .
- (2) Hold a Master's degree in Rehabilitation Counseling.
- (3) Hold a Master's degree in a counseling field, plus gain five (5) years of experience as a Rehabilitation Counselor, to include twelve (12) months of supervision under a Certified Rehabilitation Counselor (CRC).

As of this date forty four (44) USOR staff members are engaged in educational programs leading to the completion of the requirements of the CSPD standard. USOR currently employs ninety (90) staff members who are nationally certified.

(2) Hiring Preference

USOR makes every effort to recruit and hire individuals who meet the USOR CSPD standard as outlined above, and supports the training of existing employees who do not meet the CSPD standard. Hiring preference will be as follows:

- (1) Individuals who meet the USOR CSPD standard.
- (2) Individuals enrolled in a Commission on Rehabilitation Education (CORE) accredited program to obtain a Master's degree in Rehabilitation Counseling.
- (3) Individuals who hold a Master's degree in a counseling field.
- (4) Individuals who hold a Bachelor's degree in a related social service field such as counseling, psychology, social work, etc. and who have three or more years of counseling employment experience.
- (5) Individuals who hold a Bachelor's degree in a related social service field with less than three years of counseling experience are hired as a Rehabilitation Counselor Trainee.

All new counselors receive a notification attached to their letter of hire indicating their current CSPD standing and the requirements they must meet within their first year of hire, and subsequent 5 years of hire to meet the standard. The letter is signed by the USOR Executive Director and must be signed by the prospective employee prior to acceptance of the position. Direct supervisors are required to track the progress of the employee in meeting the CSPD standard.

(3) Timelines

All Rehabilitation Counselors who do not meet the standard as outlined above are required to meet the standard within five (5) years of their date of hire. Counselors who do not have a Master's degree in a counseling field upon hire will be required to enter a Master's program, and obtain the needed degree to meet the five (5) year deadline. Staff who do not make adequate progress within the timeline may be terminated.

(4) Funding Priority

While it is the intention of USOR to establish and maintain funding necessary to allow all employees to meet the CSPD requirements, exceptional and unforeseen circumstances may arise that prohibit such funding. Should funding become unavailable, the employee will be allowed an adjusted time frame to accomplish the standard when such funding becomes available. USOR establishes priorities of funding for CSPD requirements as follows:

- (1) Priority One: Employees in a supervisory position and employees hired under the expectation of meeting the standard as indicated in their letter of hire.
- (2) Priority Two: All other employees.

(5) Educational Assistance Policy (CSPD)

(A) Employees without Master's degrees in a counseling field:

The graduate degree specific to Rehabilitation Counseling is preferred by USOR, and is considered to be directly related to the job requirements of a Vocational Rehabilitation Counselor. For this reason employees who choose to attend a CORE accredited Master's degree program will be eligible for 100% educational reimbursement of tuition and books. The CORE accredited program chosen must be eligible to grant full RSA scholarship funding to offset the costs of tuition, fees, and books. All employees attending these programs must apply for the RSA scholarship. In the rare instance where an approved graduate program may have exhausted all available scholarship monies for a given semester, employees will be eligible to request from USOR 100% reimbursement of tuition, fees, and books. Reimbursement requests must be submitted prior to the beginning of each semester. These requests must be accompanied by a letter of

scholarship denial which states that the reason for such denial was due to lack of available funding from the approved graduate program. Employees completing required internship and practicum experience from a CORE accredited program will be accommodated by USOR at the employee's request.

Those employee's who choose to attend a Master's degree program in a counseling field other than a CORE accredited program will be eligible for standard educational reimbursement of 50% of tuition, fees, and books, up to the rate of a comparable public program. Comparable public programs are benchmarked against those found at the University of Utah. All such coursework must be directly related to the employee's job requirements. Employees must be accepted and matriculated in a graduate program in a related counseling discipline. Such counseling degree programs should include one graduate course with a primary focus in the theories and techniques of counseling, and two to four graduate courses with a primary focus in the areas of vocational assessment, occupational information and/or job placement, medical and/or psychological aspects of disability or community resources, and delivery of rehabilitation services. Employees not in a CORE accredited program are required to meet the internship and practicum experiences required by their institution, which may require time away from the job that must be covered by personal leave time from the agency.

All requests for USOR educational benefits will be considered contingent upon available funding and employees will be notified of approval prior to enrollment for each semester. All related educational expenses and time required to complete any graduate program will be the responsibility of the employee.

(B) Employees with Master's degrees in a counseling field:

Employees who hold a Master's degree in a related counseling field will be considered to have met the CSPD standard if the official transcript includes a class in, or consistent with the theories and techniques of counseling, after five (5) years of continuous work experience with USOR, twelve (12) months of which must include supervision by a Certified Rehabilitation Counselor (CRC) Some employees who hold a Master's degree in a field related to Rehabilitation Counseling may choose to take additional graduate level classes in order to reduce the work experience needed to apply for national certification. As those classes would not be at the direction of the agency under this policy, educational benefits outlined in the Human Resources Guide would apply. This could include a 50% reimbursement of the cost of those classes.

(C) Employees who meet CSPD standards:

In some cases employees who currently meet the CSPD standard may choose to pursue an additional advanced degree program. Educational benefits outlined in the Human Resources Guide will apply in these instances.

CSPD Pay Increase: Counseling staff who obtain the CRC certification will be refunded 50% of the test fee, and will receive a 5.5% selective salary increase to offset the costs of maintaining the certification (unless they are in longevity). Individuals in longevity who obtain certification will receive a one time bonus. Counselors must continue to maintain CRC certification or they will lose the salary increase.

CSPD Performance Plan Requirements: Staff employed as Rehabilitation Counselors, Supervising Counselors, and District Directors must meet the CSPD standards. New employees hired who do not meet the standard will have a section added to their USOR Performance Plan with a heading of "Professional Development." This section includes

an attachment detailing the outline of a plan which will enable the employee to meet the CSPD guideline within the five (5) year from hire deadline.

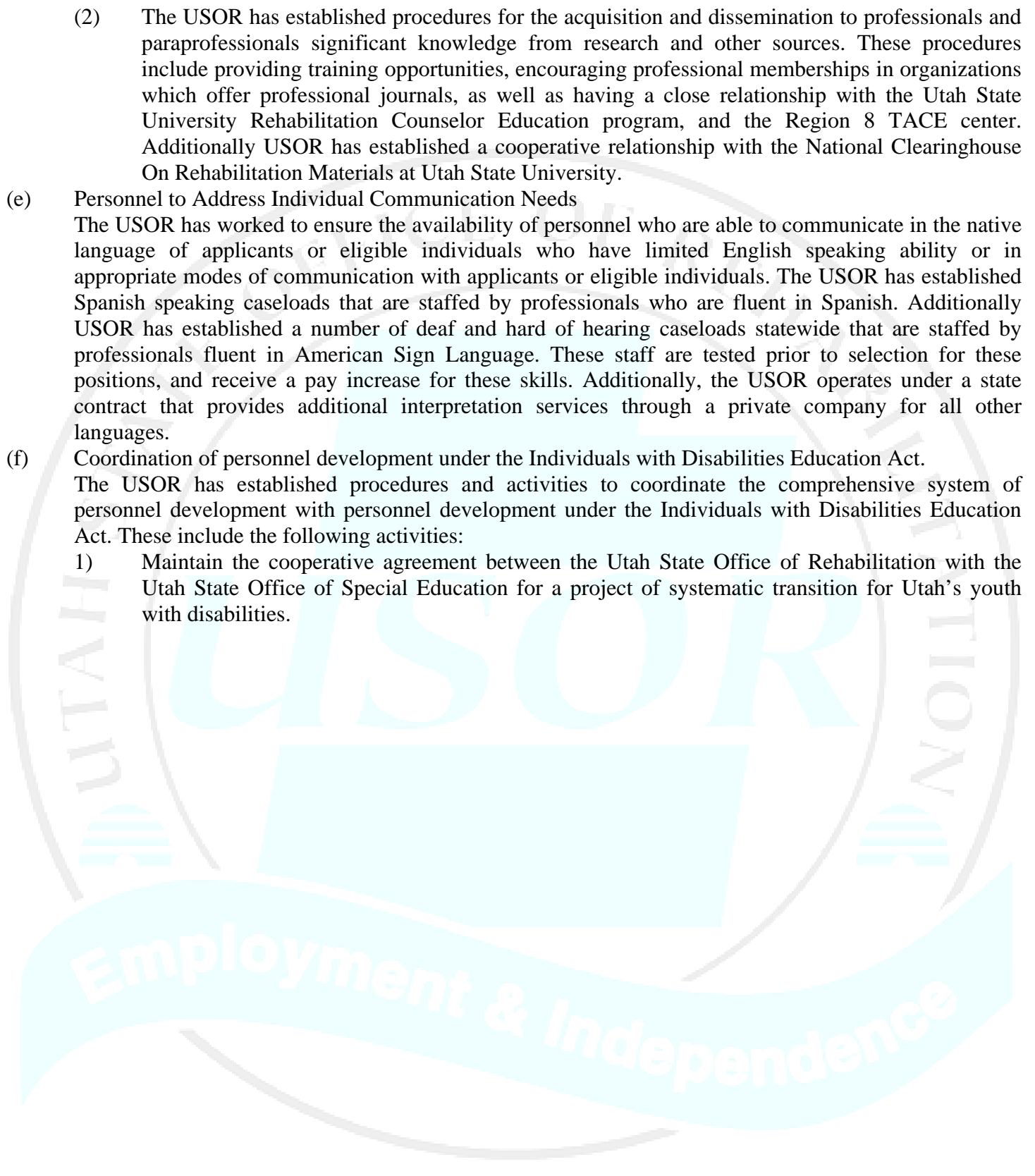
Recruitment and retention of employees who meet the CSPD standard is a primary goal of USOR and is an ongoing process. Each new counselor hired must complete a USOR Qualification of Personnel Standard form. For those staff who meet the standard at the time of their hire and for those who will meet the standard within five (5) years of hire with additional work experience alone (those hired with Master's degrees in a counseling field), no additional documentation is required. For those counselors who need additional education in order to meet the standard, sections will be added to their performance plans with the heading of Professional Development. These sections must include a plan describing how the counselor will meet the standard, by obtaining the required Master's degree, within five (5) years of the date of hire. These plans shall be submitted to the USOR Training Coordinator with the USOR Qualification of Personnel Standard form within thirty (30) days of hire, and must be signed by the employee, the supervisor, and the District Director. Minimum requirements for the first year of the plan for those staff who do not hold a Master's degree in a counseling field will include acceptance into a graduate program and satisfactory completion of two (2) semester hours of coursework required in the approved program. Satisfactory completion means courses are completed in a timely manner at a performance level to meet the graduate school requirements. Progress sufficient to meet the CSPD plan requirements will be monitored in each subsequent year as set forth in the employee's Performance Plan.

The Performance Plan will be reviewed as will be reviewed as required by the supervisor. If an employee has not satisfactorily completed all activities outlined for the year of review, they will receive an unsatisfactory rating in the Professional Development section and be placed on corrective action. A corrective action plan will be written with short term goals established to remediate the lack of progress toward their CSPD plan. The corrective action plan will establish three (3) and six (6) month reviews. If the corrective action is not successful, disciplinary action will result which may include termination based upon non-compliance with USOR agency policy. Normal supervisory review procedures will apply and be available to the employee. New employees who do not make the outlined progress in the first year of probationary status will be terminated from the agency in probationary status with no recourse for the employee.

(d) Staff Development

USOR has established policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, rehabilitation technology; and procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources. This narrative describes the following:

- (1) The USOR Human Resource Development Program provides for attendance at workshops, conferences, formal course work at institutions of higher education, as well as agency developed and conducted training sessions. Training is offered in the areas of counseling; informed choice; medical, psychological, and vocational assessment; assistive technology; current research and issues; culturally sensitive practices; job placement and development; ethics; WIA and the Rehabilitation Act; as well as other topics relevant to Rehabilitation Counselors. The USOR provides monthly in-service trainings via high definition video conferencing to offices throughout Utah, as well as by web-streaming training content. The USOR has consistently exceeded the required training hours required to maintain national certification.

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- (2) The USOR has established procedures for the acquisition and dissemination to professionals and paraprofessionals significant knowledge from research and other sources. These procedures include providing training opportunities, encouraging professional memberships in organizations which offer professional journals, as well as having a close relationship with the Utah State University Rehabilitation Counselor Education program, and the Region 8 TACE center. Additionally USOR has established a cooperative relationship with the National Clearinghouse On Rehabilitation Materials at Utah State University.
- (e) **Personnel to Address Individual Communication Needs**
The USOR has worked to ensure the availability of personnel who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals. The USOR has established Spanish speaking caseloads that are staffed by professionals who are fluent in Spanish. Additionally USOR has established a number of deaf and hard of hearing caseloads statewide that are staffed by professionals fluent in American Sign Language. These staff are tested prior to selection for these positions, and receive a pay increase for these skills. Additionally, the USOR operates under a state contract that provides additional interpretation services through a private company for all other languages.
- (f) **Coordination of personnel development under the Individuals with Disabilities Education Act.**
The USOR has established procedures and activities to coordinate the comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act. These include the following activities:
- 1) Maintain the cooperative agreement between the Utah State Office of Rehabilitation with the Utah State Office of Special Education for a project of systematic transition for Utah's youth with disabilities.

ATTACHMENT 4.11(a)

Statewide Assessment

(a) Comprehensive Statewide Assessment of Rehabilitation Needs

The Utah State Office of Rehabilitation (USOR), in cooperation with the State Rehabilitation Council (SRC), contracted with the Utah State University Center for Persons with Disabilities to conduct the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs. This evaluation included conducting six (6) open town hall style meetings, an internet based survey of all caseload carrying Vocational Rehabilitation Counselors within USOR, a Consumer Satisfaction Survey of consumers who are currently being served under an Individualized Plan for Employment, and a Consumer Satisfaction Survey of consumers who had been closed successfully (26) or unsuccessfully (28) over the course of fiscal year 2006.

(1) Vocational Rehabilitation Service Needs

The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs resulted in the identification of five (5) specific areas where program improvement efforts are targeted. The assessment found that the most important need of consumers of the VR program was a qualified, experienced, and fully engaged Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide consumers with accurate information regarding the VR program, and provide consumers with informed choice in identifying their primary employment factors, selecting services and service providers, and vocational goal.

Turnover and Staff Training: The Utah State Office of Rehabilitation, Division of Rehabilitation Services had one hundred and sixteen (116) caseloads providing services throughout the state at the time of the assessment. From October 1, 2001 to May 31, 2007 there had been a total of one hundred and fifty three (153) caseload turnovers due to terminations, retirements, and/or promotions to non-caseload carrying positions. Just twenty five (25) caseloads throughout the state have remained stable during this five (5) year period in terms of having the same Vocational Rehabilitation Counselor. Of the seventy eight (78%) percent of caseloads that have experienced a new counselor during this period, many caseloads had experienced multiple and frequent changes of Vocational Rehabilitation Counselor. On average, during this period, USOR hired thirty (30) new counselors per year. Additionally, the Vocational Rehabilitation Counselor Survey conducted as part of the 2007 assessment indicated that only fifty eight percent (58%) of USOR VR Counseling staff intended to stay in the field as a career. The large number of counseling staff who are not experienced or fully trained strains service delivery. The assessment clearly demonstrates the need for USOR to focus efforts on attracting, training, and retaining VR Counselors.

Caseload Size: During Federal Fiscal Year (FFY) 2006 the average VR Counselor managed a caseload consisting of one hundred and eighty four (184) eligible individuals. In FFY 2007 average caseload size had decreased to one hundred and seventy six (176). VR Counselors reported that the majority of their work day was dedicated to dealing with paperwork and documentation, and VR consumers voiced a concern that their VR Counselors did not have the time to provide meaningful counseling and guidance. Specifically some consumers felt that they were rushed through the VR process. Some felt that they were not provided enough information during the orientation process, that the comprehensive assessment process did not provide them enough information about their abilities and interests, and that their vocational goal was not provided through informed choice. The assessment indicated the need for USOR to continue the focus on efforts to decrease caseload size throughout the state.

General Awareness of VR: The assessment also found a general lack of awareness throughout the state, regarding the existence and availability of VR services. Many consumers stated that they had first learned of VR through word of mouth reports from friends, family, or other acquaintances. Some indicated that many people who could benefit from VR services do not know about the existence of the service. The need to better inform the public of VR services was mentioned in several Town Hall Meetings as well. As a result of these findings, USOR will work on a promotional campaign that will include public service announcements, advertising, and improving the agency web site for informational purposes and as a tool for outreach.

Transition Services: The transition of students with disabilities exiting the public education system continues to be an area of need in Utah. The Utah State Office of Education estimates that four thousand (4,000) students exit the special education program statewide. This figure does not include Section 504 students. USOR added two (2) specialized transition caseloads in FY 2005, and added an additional three (3) specialized transition caseloads in FY 2008. Additionally, the assessment indicates that parents and transition aged youth are unaware of the existence and availability of VR services. Outreach, advertising, and additional staff time in the schools will be a continued USOR focus during FY 2009 and FY 2010.

Additionally, the Comprehensive Statewide Assessment of Rehabilitation Needs found:

- (i) Individuals with the most significant disabilities, including their need for supported employment services: As indicated above, the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs demonstrated that the number one need of this population is a qualified, experienced, and fully engaged Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide the consumer with information about the VR process, and provide the consumer informed choice in identifying their primary employment factors when selecting services and a vocational goal. While the majority of consumers in this population indicated that their vocational rehabilitation needs were being satisfactorily met by USOR, the assessment clearly demonstrates the need to attract, train, and retain quality Vocational Rehabilitation Counselors, and continue to reduce caseload sizes. Additionally, Supported Employment continues to be an area of concern for this population. USOR was able to gain passage of House Bill 31 in FY 2006 that funded supported employment services for fifty (50) persons on a Division of Services for People with Disabilities waiting list, enabling VR to provide services with a guarantee of long term funding. USOR was able to secure funding for an additional fifty (50) consumers during the FY 2007 legislative session as well. During the 2008 legislative session a bill was passed that made this SE funding ongoing.
- (ii) Individuals with disabilities who are minorities and traditionally unserved or underserved populations: Statistical data at the time of the assessment demonstrates that USOR is providing services at or above the rate of population instances of ethnic and disability types within the state of Utah. The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs indicates that the number one need of this population was a qualified Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide information and informed choice, and who is culturally sensitive.
- (iii) Individuals with disabilities served through other components of the statewide workforce investment system: The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs demonstrates that USOR is highly effective in coordinating services with consumers who are also being served by other components of the statewide workforce

investment system. Additionally, joint programs such as the Choose to Work (CTW) program provide coordinated job placement services to clients of both agencies. USOR and DWS participate in the MOUSE Committee described on page 2 of attachment 4.12. USOR and DWS maintains a data share agreement that enhances interagency collaboration with shared clients. USOR sits on DWS Regional Councils that include employers, state agencies, and community partners. Additionally USOR participates in Regional Roundtables which include Adult Education, VR, and DWS. USOR administrators sit on the Adult Education Advisory Board, and on WIA Boards. VR coordinates with state and local public education officials on regional transition roundtables that enhance coordination, cooperation, and establish best practices. A statewide transition training conference is sponsored every other year, and USOR has a VR Counselor assigned to each Utah high school.

(2) Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRPs)

USOR has established a process of assessing the effectiveness of community rehabilitation programs (CRPs) that provide services to people with disabilities in Utah. The Executive Director of USOR sits on the Utah Works council that selects and approves state government contracts being awarded to CRPs, which has greatly expanded the ability of CRPs to expand services and employment opportunities to people with disabilities.

The following factors are used to determine the effectiveness, and need for improvement of existing CRPs.

- (i) USOR ensures the appropriate use of CRPs through a facilities review process which evaluates the facilities effectiveness, compliance to the ADA and Rehabilitation Act, and other relevant criteria.
- (ii) Prior to a CRP being used by a consumer, USOR establishes a written agreement with the facility and approves the facility for use.
- (iii) The manner in which agreements are established is through the USOR standardized facilities approval process. CRP's interested in serving vocational rehabilitation consumers must apply for USOR approval. Outreach to CRP's is also conducted through the USOR Facilities Specialist and Supported Employment Specialist.
- (iv) USOR keeps an ongoing record of assessments of CRP's that provide services to consumers. The USOR Facilities Specialist annually evaluates CRP's effectiveness utilizing the following criteria:
 - (a) Consumer Satisfaction
 - (b) Outcome and Placement Measures
 - (c) Number Served
 - (d) Number Completing Program

In addition, USOR coordinates the training and certification of CRP job coaches and job placement specialist in cooperation with the University of Utah. The current comprehensive assessment did not identify any specific needs in regards to existing CRP's or the need to establish new CRP's.

ATTACHMENT 4.11 (b)

Annual Estimates

- (1) According to the 2007 American Community Survey conducted by the U.S. Census Bureau there are approximately 166,000 people with disabilities aged 16 to 64 in Utah. The 2007 Disability Statistics Report from Cornell University indicates that 28.9% of people with disabilities aged 16 to 64 were engaged in full time employment in Utah, while an additional 6.3% were actively looking for full time employment. Based on this data it is estimated that 118,026 people with disabilities aged 16 to 64 are not engaged in Utah's workforce. It is estimated, based on current system capacity and economic conditions, that 21,500 eligible individuals will be served by USOR during FFY 2010.
- (2) Of the 21,500 eligible individuals served 21,200 will be served under Part B of Title I of the Act and 300 under Part B of Title VI of the Act (Supported Employment Program). As USOR is not on an order of selection (OOS), there is no identification of eligible individuals receiving services under any such OOS priority category.
- (3) It is estimated that \$16,200,000 in service costs will be spent during FFY 2010 providing vocational rehabilitation services to the number estimated in (A) above.

ATTACHMENT 4.11 (c)(1)

Goals and Priorities

- (1) Based on the results of the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs, USOR met with the State Rehabilitation Council to jointly review the results, recommendations, and to jointly establish goals and priorities for program improvement. In collaboration with the State Rehabilitation Council, the following goals and priorities have been established:

RSA PERFORMANCE INDICATOR	FFY08 Performance	FFY09 GOAL
1.1 Change in Employment Outcomes	3310	3312
1.2 Percent of Employment Outcomes	59%	55.8%
1.3 Competitive Employment Outcomes	96%	72.6%
1.4 Significance of Disability	82%	65%
1.5 Earnings Ratio	.65	.52
1.6 Self Support	65%	53%

In addition, the following goals are also identified by USOR and the SRC:

- (A) Maintain or exceed a seventy percent rate of overall satisfied or very satisfied individuals completing and returning consumer satisfaction surveys.
- (B) Provide services to those with minority backgrounds at a rate equal to that in which they are represented in Utah's general population.
- (C) Continue to provide a broad range of assistive technology services and assistive technology devices statewide to eligible individuals at each stage of the rehabilitation process.
- (D) Enhancement of agency overall performance, and outcomes measured through focused efforts to implement the strategies developed from the Statewide Comprehensive Needs Assessment as follows:
 - (1) Assure that caseloads are manageable in order to increase and improve counselor-client interactions.
 - (2) Attract, value, and retain quality staff.
 - (3) Improve the general awareness of the availability of Vocational Rehabilitation Services.
 - (4) Increase and improve the level of service provided to students with disabilities transitioning from public education to employment.
 - (5) Assure that all staff has adequate professional development, training, and supervision to successfully perform their jobs.

ATTACHMENT 4.11(c)(3)

Order of Selection

- (3) USOR is currently able to serve all categories of eligible individuals. USOR is not on an order of selection at this time, and does not anticipate implementing an order of selection during FFY 2010.



ATTACHMENT 4.11 (c)(4)

Goals and Plans for Distribution of Title VI, Part B Funds

- (4) The goals and plans for distribution of Title VI, Part B funds are based on the Utah State Office of Rehabilitation (USOR) comprehensive assessment which includes analysis of supported employment, providers, consumers and VR counselors who use supported employment. Addressing a trend over recent years of decreasing clients in supported employment, USOR, in conjunction with the Utah Division of Services for People with Disabilities and the Utah State Legislature has successfully piloted a program designed under House Bill 31, the Supported Employment Pilot Program for the Provision of Services for People with Disabilities. This pilot project went into effect July 1, 2006, the funding through this legislation provided long term Supported Employment services to fifty (50) qualified individuals in FY 2007 for whom long term services have been here-to-for unavailable once initial vocational rehabilitation supported employment services was completed. The Utah State Legislature again funded House Bill 31 for an additional fifty (50) consumers during the 2007 legislative session that provided for an additional 50 individuals to be served during FY 2008. During the 2008 legislative session, House Bill 45 was passed which provides for ongoing funding of this project as successfully demonstrated under the pilot project. This bill allows funding for an additional fifty (50) individuals to be served under Title VI, Part B during FFY 2010.

Further, the USOR will distribute FFY 2010 funding received under section 622 of the Act for supported employment services identified in the IPE's of individuals who have been determined eligible for services under the policies of Title VI, Part B regardless of their inclusion in the project mentioned above. USOR expects to serve 250 individuals with supported employment funds during FFY 2010.

ATTACHMENT 4.11 (d)

Strategies for FFY 2010

- (1) The Utah State Office of Rehabilitation has established the following strategies for FFY 2010 in compliance with section 4.11(d) of this state plan.
 - (A) The Utah Center for Assistive Technology, a fully state funded entity under the management of the Utah State Office of Rehabilitation provides a broad range of assistive technology services and assistive technology devices to individuals at each stage of the rehabilitation process, as well as consumers involved in the Independent Living (IL) program. These services are provided to individuals with disabilities on a statewide basis. Services include AT assessment, comparable benefit analysis, AT design and fabrication, advocacy, and training.
 - (B) During FFY 2009 USOR will begin an outreach program to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program. USOR has established staff liaison responsibilities to conduct outreach and cultivate referral sources within minority organizations and communities. Additionally USOR will work with the Utah State Office of Ethnic Affairs to facilitate coordination and appropriate referrals.
 - (C) USOR has established a process of assessing the need for and effectiveness of community rehabilitation programs (CRPs) that provide services to people with disabilities in Utah. The Executive Director of USOR sits on the Utah Works council that selects and approves state government contracts being awarded to CRPs, which has greatly expanded the ability of CRPs to expand services and employment opportunities to people with disabilities.

The following factors are used to determine the effectiveness, and need for improvement of existing CRPs.

 - (i) USOR ensures the appropriate use of CRPs through a facilities review process which evaluates the facilities effectiveness, compliance to the ADA and Rehabilitation Act, and other relevant criteria.
 - (ii) Prior to a CRP being used by a consumer, USOR establishes a written agreement with the facility and approves the facility for use.
 - (iii) The manner in which agreements are established is through the USOR standardized facilities approval process. CRP's interested in serving vocational rehabilitation consumers must apply for USOR approval. Outreach to CRP's is also conducted through the USOR Facilities Specialist and Supported Employment Specialist.
 - (iv) USOR keeps an ongoing record of assessments of CRP's that provide services to consumers. The USOR Facilities Specialist annually evaluates CRP's effectiveness utilizing the following criteria:
 - (a) Consumer Satisfaction
 - (b) Outcome and Placement Measures
 - (c) Number Served
 - (d) Number Completing ProgramIn addition, USOR coordinates the training and certification of CRP job coaches and job placement specialist in cooperation with the University of Utah. The current comprehensive assessment did not identify any specific needs in regards to existing CRP's or the need to establish new CRP's.
 - (D) USOR strives to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act. Specifically USOR conducts annual training in each district office informing staff about agency goals, performance, and RSA standards and regulations. The goal of this training is to make sure

each staff member fully understands their individual role in agency performance. USOR conducts monthly and annual case file reviews to identify training needs and conducts such training.

- (E) USOR has established a Memorandum Of Understanding (MOU) between the Department of Workforce Services (DWS), the agency primarily responsible for the one stop delivery system. This MOU provides for data sharing, consultation and technical assistance, shared programs, joint facility reviews, and joint employer relations regarding the employment of persons with disabilities. A MOU steering committee consisting of members of both agencies meet on a quarterly basis to establish goals, priorities, and coordinate activities. Subcommittees of this steering committee meet on an as needed basis to complete assignments and coordinate activities. The USOR Executive Director is an active member of the Statewide Workforce Development Council, and several USOR staff are active members of local workforce investment boards.
- (2) USOR will use these strategies to:
 - (A) Address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
 - (B) Support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
 - (C) Overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

ATTACHMENT 4.11(e)

Evaluation and Report of Progress

(e) Evaluation and reports of progress.

- (1) The Utah State Office of Rehabilitation and the State Rehabilitation Council submits to the commissioner this annual report on progress made toward the goals and priorities set forth in the FFY 2008 state plan focused on improving the effectiveness of the vocational rehabilitation program in Utah.
- (2) Progress made Towards FFY 2008 Goals and Priorities

RSA PERFORMANCE INDICATOR	FFY08 Goal	FFY08 Result
1.1 Change in Employment Outcomes	3187	3310
1.2 Percent of Employment Outcomes	58%	59%
1.3 Competitive Employment Outcomes	95%	96%
1.4 Significance of Disability	82%	82%
1.5 Earnings Ratio	.65	.65
1.6 Self Support	65%	65%
Total Number Served	22,400	21,997
Total Number Served (Part B of Title VI)	250	110

- (A) Maintain or exceed a seventy percent rate of overall satisfied or very satisfied individuals completing and returning consumer satisfaction surveys.
FFY 2008 Result: Consumer Satisfaction Survey results for FFY 2008 achieved a 76% overall satisfaction rate.
- (B) Provide services to those with minority backgrounds at a rate equal to that in which they are represented in Utah's general population.
FFY 2008 Result: USOR met or exceeded service rates when compared to the general population with three minority groups. USOR served Black/African American consumers at a rate of 2.2% of the total number of consumers served in FFY 2008. According to the American Community Survey this minority group represents 1% of Utah's population. USOR also exceeded this goal by serving American Indian or Alaska Natives at a rate of 3.9%, a group that represents 1.2% of Utah's general population. However, USOR is working to build relationships and referral sources within the Asian and Hispanic/Latino communities, both groups that are underserved by USOR when compared with their representation in the general population.
- (C) Continue to provide a broad range of assistive technology services and assistive technology devices statewide to eligible individuals at each stage of the rehabilitation process.
FFY 2008 Result: In cooperation with local IL Centers, USOR authorized \$1,000,000 of one time funds, and \$600,000 on-going funds toward the purchase of AT devices. In addition, the Utah Center for Assistive Technology (UCAT) served 1525 consumers throughout Utah providing AT assessment, fabrication, referral, advocacy, and training. The VR program invested 10% of VR expenditures on assistive technology. Additionally, USOR's Division of Services for the Deaf and Hard of Hearing and the Division of Services to the Blind and Visually Impaired provided AT devices throughout the state.
- (D) Enhancement of agency overall performance, and outcomes measured through focused efforts to implement the strategies developed from the Statewide Comprehensive Needs Assessment as follows:

- (1) Assure that caseloads are manageable in order to increase and improve counselor-client interactions.
FFY 2008 Result: USOR average caseload size in FFY 2008 was 187 consumers per VR counselor. This represents an increase of 11 clients per caseload over the FFY 2007 number of 176 per VR Counselor. It should be noted that USOR added an additional 3 caseloads during this period. In FFY 2004 average caseload size was 224, in FFY 2005 average caseload size was 217, in FFY 2006 average caseload size was 184. After 4 years of steady decline, USOR will refocus efforts to make sure caseload sizes are manageable.
- (2) Attract, value, and retain quality staff.
FFY 2008 Result: USOR has made several systemic changes to the agency during FFY 2008 in order to attract, value, and retain quality staff. USOR clarified and enhanced the “Flex Schedule” options available to staff in order to improve work/life relations. USOR added several Supervising Counselor positions statewide to bring the ratio of Supervisor to VR Counselor from 1:5 to 1:3. Additionally USOR emphasized decreasing the caseload size of Supervising Counselors in order to allow more time for supervision, training, and support of VR Counselors. USOR designed and published a recruitment brochure detailing the advantages of working for USOR, and participated in university and college job fairs. On July 1, 2008 USOR increased VR Counselor compensation by 18.75% through the use of a COLA, ASI, and Merit Increase. The result has brought the average USOR VR Counselor to 2.2% above a recently completed Market Comparability Study of both private sector and surrounding state VR employers. In FFY 2007 USOR lost 21 VR Counselors to turnover, and in FFY 2006 USOR lost 23 VR Counselors. Since July 1, 2008 USOR has lost just 4 VR Counselors. USOR is monitoring staff turnover to measure the success of these efforts.
- (3) Improve the general awareness of the availability of Vocational Rehabilitation Services.
FFY 2008 Result: During FFY 2008 USOR invested in several efforts to increase the public’s knowledge of VR services. In cooperation with the Utah Governor’s Committee on Employment of People with Disabilities a radio and billboard campaign was rolled out that made the public aware of issues facing people with disabilities in employment. These ads directed consumers who needed additional information to the Governor’s Committee and USOR. Additionally, USOR ran advertisements in a local business newspaper targeting employers looking for employees. The ads offered information, technical assistance, and information about the USOR Employer Relations program. USOR also conducted the design and rollout of a coordinated marketing image that included the re-design of the USOR website, purchase of coordinated banners, informational brochures, and other marketing materials. USOR staff utilize these materials when visiting referral sources, schools, parent groups, and other community organizations. USOR was instrumental in negotiations leading to the Governor’s signing an Executive Order making “Utah State Government the Model Employer of People with Disabilities.” This order created a task force that made recommendations to the Governor on methods to increase the number of qualified individuals with disabilities in state government jobs. USOR staff chaired this taskforce and will provide technical assistance to state agencies.
- (4) Increase and improve the level of service provided to students with disabilities transitioning from public education to employment.

FFY 2008 Result: USOR added 3 transition specific caseloads during FFY 2008. Data shows that USOR does not serve transition age youth at a similar rate that comparable state VR agencies. Currently the service rate of transition age youth is 27.8% of the total number served, compared with 34.8% in comparable state VR agencies. USOR continues to work with local school districts and education officials to increase the number of transition youth referred and served by VR.

- (5) Assure that all staff has adequate professional development, training, and supervision to successfully perform their jobs.

FFY 2008 Results: USOR provided an average of 24 hours of direct agency training to agency staff during FFY 2008. USOR designed and implemented an agency specific secretarial training during FFY 2008. Additionally, USOR sponsored staff participation in several annual conferences including the Utah Rehabilitation Association (URA) Annual Conference, the URA Governmental Affairs Conference, the University of Utah School on Alcohol and Drug Abuse, the Traumatic Brain Injury of Utah Annual Conference, and the Utah Transition Conference. USOR sponsors supervisors completion of the Utah Certified Public Manager Program, and participates in the Emerging Leaders in Vocational Rehabilitation program at the University of Washington. USOR is a partner in the Utah Traumatic Brain Injury Partnership Grant designed to expand and improve services to individuals with traumatic brain injury by developing and implementing training for VR Counselors and job coaches on a statewide basis. During FFY 2008 USOR was instrumental in the design and hosting of the first national conference on Quality Assurance and Program Evaluation. During FFY 2008 USOR invested in the purchase and installation of a statewide video conferencing system that will enable USOR to provide staff with more training opportunities without additional travel time, increasing time for direct client services.

Evaluation of agency goals and priorities demonstrates that USOR is highly successful in providing meaningful services and achieving successful outcomes in line with the standards and indicators and agency goals. As a result of USOR VR services 3,310 eligible individuals with disabilities were successfully employed in Utah during FFY 2008 (3,200 in Title I, 110 in Title VI[b]). The reported weekly earnings of these 3,310 individuals at closure was \$1,333,123, compared to \$261,592 prior to vocational rehabilitation. The average salary of these individuals was over \$10 per hour. The average number of individuals placed in employment per counselor was 29 in FFY 2008. The average cost per closure (3,310 divided by the total dollars spent) was \$10,760. 216 public assistance recipients were successfully employed. 813 SSDI recipients were successfully employed. It is estimated that \$15,944,151 in taxes were paid by these individuals after VR services were provided. Measures of Significantly Disabled (SD) and Most Significantly Disabled (MSD), Competitive Employment Outcomes, and Self Support were above minimum standards and in excess of identified goals.

Innovation and expansion

- (a) The Utah State Office of Rehabilitation reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
- (1) development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment and USOR/ SRC goals and priorities.
 - (2) support of the funding for the State Rehabilitation Council consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the

funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

(b) The following innovation and expansion activities were funded during FFY 2008 under this provision of the state plan:

- (1) USOR purchased and installed a high definition video conferencing system in each office. The goal of this innovation was to improve agency communications, increase training opportunities especially to rural staff while reducing travel costs and expenses. The system will be used for agency meetings, training, and other communications. The use of the system will free up a significant amount of staff time previously used for travel, and refocus that time on direct client service. It is estimated that the system will pay for itself through travel cost savings within 3 years.



ATTACHMENT 6.3

Quality, Scope, and Extent of Supported Employment Services

This attachment describes the quality, scope, and extent of supported employment (SE) services provided to consumers of the Utah State Office of Rehabilitation (USOR) vocational rehabilitation program under Title VI, Part B of the Act.

(a) Quality of SE services

USOR maintains high quality SE services by:

- (1) The establishment and application of SE program standards for USOR SE vendors. These standards prescribe minimum consumer outcomes and identify program procedures which must be followed in order for a provider to receive funds from USOR. These standards are in compliance with Title VI, Part B of the Act.
- (2) USOR assisted in the establishment and provision of a Supported Job Base Training and Supported Employment Job Coach training and certification program. This program has been housed at Salt Lake Community College, but will be moved in FY 2008 to the University of Utah.
- (3) The monitoring of SE services and service providers is conducted by the USOR Facilities Specialist, and the Supported Employment Specialist. This monitoring is conducted by assessing the application of USOR program standards and outcomes. The SE Specialist provides ongoing technical assistance and monitoring to SE service providers through regularly scheduled contacts with approved service providers.

The results of the Comprehensive Statewide Assessment of Rehabilitation Needs and data provided by VR Counselors and consumers on USOR Facility Surveys indicate that the quality of SE services generally meets the needs of these consumers. However, due to restricted funding for extended services and waiting lists being utilized by extended services agencies, USOR has been unable to offer SE to all consumers who would qualify for such services. In these cases USOR has provided similar services under the Supported Job Based Training program with Title I funds. As mentioned in Attachment 4.11 (c) (4), USOR was instrumental in obtaining funding for Utah House Bill 31, a pilot project that granted funding for 50 individuals in state fiscal year 2007, and an additional 50 individuals in state fiscal year 2008 to receive SE and extended services supports. That pilot project became an on-going project under House Bill 45 in 2008.

(b) Scope of SE services

The following services are provided with Title VI, Part B funds either through contract or on a fee-for-service basis by SE service providers: functional assessment of clients to perform in supported employment (supplemental to the assessment conducted by the counselor for purposes of establishing eligibility with Title I funds); job development, job analysis and client job matching; training by a job coach in job skills and behavioral expectations at the job site; training and support away from the job to ensure work performance; family support; and support to the employer to ensure client job retention. The same scope of services is provided by the extended service agency. Target populations in supported employment include persons with the most severe disabilities who qualify for ongoing support from the Division of Services for Persons with Disabilities (DSPD), or the Division of Mental Health (DMH), or individuals who have ongoing support available from other sources, including Social Security and/or natural supports.

(c) Extent of SE services

Specific SE services are provided to eligible individuals according to their needs. Services are provided for a period not to exceed 18 months, unless under special circumstances a longer period to achieve job stabilization has been jointly agreed to by the individual and the VR Counselor and established in the Individualized Plan for Employment (IPE).

(d) Timing of transition to extended services

A Status 26 closure for individual placement is allowable when the USOR VR Counselor places a case in Status 22 after the job trainer's intervention time, (on or off job site as recorded on the monthly intervention time sheet), has stabilized at 20%*, or less, of total hours worked. As long as intervention hours are above 20%, the USOR counselor considers the individual still in training. The counselor also needs to notify both the consumer and the Division of Services for People with Disabilities or Mental Health program staff via Form 58 of the intention to close the case. For clients not involved with Division of Services for People with Disabilities or Mental Health, the counselor will, along with the job trainer, inform the clients, employer, or others providing natural supports, of their intention to close the case.

* 20% is defined as:

Hours Worked by Client per Week	Intervention Hours by Job Trainer per Week
20 hrs.	4 hrs. or less
25 hrs.	5 hrs. or less
30 hrs.	6 hrs. or less
35 hrs.	7 hrs. or less

In other words, when the intervention hours reach 20% of total work hours, or less, the counselor can transfer responsibility to the extended service provider agency. The case must remain in Status 22 for 90 days from the day this transfer is initiated. The purpose of keeping the case open after the transfer is to insure the stability of the placement. A counselor will pay for services as indicated on the intervention time sheets until the point where the job trainer's time reaches 20% of total consumer work hours or less. At this point, the counselor will continue payment only through the month during which the 20% definition was reached. A consumer can still receive other types of paid services under Section 110 (e.g., bus pass, glasses, etc.) even though the job trainer services are not paid for by USOR. It is USOR policy to transition eligible individuals from SE to extended services based upon individual assessment and need. Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))